

Eric Wagner  
Director  
Federal Regulatory Affairs



1300 I Street, NW  
Suite 400 West  
Washington, DC 20005  
(202) 515-2501  
(202) 336-7922 (fax)  
eric.wagner@verizon.com

November 4, 2009

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: GTE Open Network Architecture, CC Docket No. 92-256  
Phase I; Installation and Maintenance Non Discrimination Reports CC Docket No.  
88-2,  
Implementation of Pay Telephone Reclassification and Compensation Provisions of  
the Telecommunications Act of 1996, CC Docket No. 96-128**

Dear Ms. Dortch:

Attached are the third quarter 2009 ONA Installation Maintenance and Parity Reports for Enhanced Services for Verizon East (former Bell Atlantic Operating Companies) and Verizon West (former GTE Telephone Operating Companies) being filed pursuant to FCC Orders in the above-styled dockets.

Please contact me should you have any questions.

Very truly yours,

A handwritten signature in black ink, appearing to read "E. Wagner", with a long, sweeping horizontal stroke extending to the right.

Attachment

INSTALLATION REPORT - ALL OTHER CUSTOMERS  
3rd Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)
*****				
CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	42698	891	2.09%	2.98
* PBX	2931	35	1.19%	3.96
* CENTREX	7328	62	0.85%	3.49
* WATS	0	0	0.00%	0.00
* Mobile	3885	8	0.21%	4.17
* Feature Group A	36	0	0.00%	6.89
* Foreign Exchange	5	0	0.00%	5.20
* Payphone Services	748	57	7.62%	10.26
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	5	0	0.00%	17.20
* Feature Group D	2887	21	0.73%	17.80
* DID (Line and Trunk)	0	0	0.00%	0.00
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0.00%	0.00
* Packet Synch. Access Line	0	0	0.00%	0.00
* Packet Asynch. Access Line	0	0	0.00%	0.00
CATEGORY 3 - TYPE A				
DEDICATED METALLIC				
=====				
* Protection Alarm	145	0	0.00%	5.06
* Protective Relaying	0	0	0.00%	0.00
* Control Circuit	14	0	0.00%	5.79
TYPE B - DEDICATED				
TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	1	0	0.00%	5.00
* Telegraph Grade 150 Baud	0	0	0.00%	0.00
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	1147	10	0.87%	6.40
* Voice - Switched Line	856	49	5.72%	13.18
* Voice - Switched Trunk	98	1	1.02%	7.60
* Voice & Tone - Radio Land Line	257	3	1.17%	6.40
* Data Low Speed	571	0	0.00%	7.87
* Basic Data & Voice	932	48	5.15%	9.02

INSTALLATION REPORT - ALL OTHER CUSTOMERS  
3rd Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)
*****	*****	*****	*****	*****
* Voice & Data - PSN Access Tie TRK	43	10	23.26%	10.07
* Voice & Data - SSN Access	0	0	0.00%	0.00
* Voice & Data - SSN Intermach. TRK	1	0	0.00%	5.00
* Data Extension, Voice Grade Data	2	0	0.00%	6.00
* Protection Relay Voice Grade	18	1	5.56%	4.67
* Dedicated Voice Grade -	0	0	0.00%	0.00
Telephoto & Facsimile	0	0	0.00%	0.00
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	2	0	0.00%	3.50
* Program Audio 100-5000 HZ	1	0	0.00%	5.00
* Program Audio 50-8000 HZ	6	0	0.00%	5.00
* Program Audio 50-15000 HZ	31	9	29.03%	13.29
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	164	3	1.83%	6.70
* TV Channel, One Way 5kHz Audio	0	0	0.00%	0.00
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	3	0	0.00%	4.33
* Digital Data - 2.4kb/s	0	0	0.00%	0.00
* Digital Data - 4.8kb/s	0	0	0.00%	0.00
* Digital Data - 9.6kb/s	65	0	0.00%	5.02
* Digital Data - 56kb/s	3289	146	4.44%	10.03
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	86378	4123	4.77%	15.05
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 6.312 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 44.736 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 45 MBPS or >	23	0	0.00%	13.91
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL	0	0	0.00%	0.00
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	0	0	0.00%	0.00
=====				

INSTALLATION REPORT - AFFILIATED ESP  
3rd Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)
*****				
CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	84626	1489	1.76%	1.93
* PBX	1947	40	2.05%	3.03
* CENTREX	2866	30	1.05%	2.55
* WATS	0	0	0.00%	0.00
* Mobile	15885	61	0.38%	1.51
* Feature Group A	0	0	0.00%	0.00
* Foreign Exchange	16	0	0.00%	6.38
* Payphone Services	70	0	0.00%	6.17
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	0	0	0.00%	0.00
* Feature Group D	2	0	0.00%	65.50
* DID (Line and Trunk)	0	0	0.00%	0.00
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0.00%	0.00
* Packet Synch. Access Line	0	0	0.00%	0.00
* Packet Asynch. Access Line	0	0	0.00%	0.00
CATEGORY 3 - TYPE A				
DEDICATED METALLIC				
=====				
* Protection Alarm	147	5	3.40%	6.12
* Protective Relaying	0	0	0.00%	0.00
* Control Circuit	22	0	0.00%	4.45
TYPE B - DEDICATED				
TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	1	0	0.00%	7.00
* Telegraph Grade 150 Baud	0	0	0.00%	0.00
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	191	19	9.95%	9.52
* Voice - Switched Line	0	0	0.00%	0.00
* Voice - Switched Trunk	0	0	0.00%	0.00
* Voice & Tone - Radio Land Line	172	6	3.49%	5.44
* Data Low Speed	32	4	12.50%	5.91
* Basic Data & Voice	352	39	11.08%	7.59

INSTALLATION REPORT - AFFILIATED ESP  
3rd Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)
*****	*****	*****	*****	*****
* Voice & Data - PSN Access Tie TRK	0	0	0.00%	0.00
* Voice & Data - SSN Access	0	0	0.00%	0.00
* Voice & Data - SSN Intermach. TRK	3	0	0.00%	0.00
* Data Extension, Voice Grade Data	0	0	0.00%	0.00
* Protection Relay Voice Grade	0	0	0.00%	0.00
* Dedicated Voice Grade - Telephoto & Facsimile	0	0	0.00%	0.00
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	0	0	0.00%	0.00
* Program Audio 100-5000 HZ	0	0	0.00%	0.00
* Program Audio 50-8000 HZ	0	0	0.00%	0.00
* Program Audio 50-15000 HZ	0	0	0.00%	0.00
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	0	0	0.00%	0.00
* TV Channel, One Way 5kHz Audio	0	0	0.00%	0.00
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	4	1	25.00%	3.75
* Digital Data - 2.4kb/s	0	0	0.00%	0.00
* Digital Data - 4.8kb/s	3	0	0.00%	6.00
* Digital Data - 9.6kb/s	25	1	4.00%	12.80
* Digital Data - 56kb/s	19	0	0.00%	3.26
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	563	25	4.44%	12.98
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 6.312 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 44.736 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 45 MBPS or >	2	0	0.00%	3.50
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL	0	0	0.00%	0.00
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	0	0	0.00%	0.00
=====				

**MAINTENANCE ACTIVITIES WITH DUE DATES - ALL OTHER CUSTOMERS**  
**3rd Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)**

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
*****	*****	*****	*****	*****
<b>CATEGORY 1</b>				
=====				
<b>TYPE A - CIRCUIT SWITCHED LINE</b>				
* Business Lines	29999	8588	28.63%	19.01
* PBX	93	28	30.11%	20.93
* CENTREX	1994	638	32.00%	20.01
* WATS	1	0	0.00%	195.00
* Mobile	1	1	100.00%	39.00
* Feature Group A	N/A	N/A	N/A	N/A
* Foreign Exchange	7	3	42.86%	24.57
* Payphone Services	805	282	35.03%	24.88
 <b>TYPE B - CIRCUIT SWITCHED TRUNK</b>				
=====				
* Feature Group B	N/A	N/A	N/A	N/A
* Feature Group D	N/A	N/A	N/A	N/A
* DID (Line and Trunk)	N/A	N/A	N/A	N/A
 <b>CATEGORY 2 - PACKET SWITCHED</b>				
=====				
* Packet DDD Access Line	N/A	N/A	N/A	N/A
* Packet Synch. Access Line	N/A	N/A	N/A	N/A
* Packet Asynch. Access Line	N/A	N/A	N/A	N/A
 <b>CATEGORY 3 - TYPE A DEDICATED METALLIC</b>				
=====				
* Protection Alarm	N/A	N/A	N/A	N/A
* Protective Relaying	N/A	N/A	N/A	N/A
* Control Circuit	N/A	N/A	N/A	N/A
 <b>TYPE B - DEDICATED TELEGRAPH GRADE</b>				
=====				
* Telegraph Grade 75 Baud	N/A	N/A	N/A	N/A
* Telegraph Grade 150 Baud	N/A	N/A	N/A	N/A
 <b>TYPE C - DEDICATED VOICE GRADE</b>				
=====				
* Voice - Non-Switched Line	N/A	N/A	N/A	N/A
* Voice - Switched Line	N/A	N/A	N/A	N/A
* Voice - Switched Trunk	N/A	N/A	N/A	N/A
* Voice & Tone - Radio Land Line	N/A	N/A	N/A	N/A
* Data Low Speed	N/A	N/A	N/A	N/A
* Basic Data & Voice	N/A	N/A	N/A	N/A

<\*> Due dates are not assigned for Category 1, Type B through Category 4 which are  
marked N/A. See Maintenance Activities Without Due Dates Report.

## 3rd Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

## 2nd Quarter 2009 VERIZON EAST ONA REPORT

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
*****	*****	*****	*****	*****
* Voice & Data - PSN Access Tie TRK	N/A	N/A	N/A	N/A
* Voice & Data - SSN Access	N/A	N/A	N/A	N/A
* Voice & Data - SSN Intermach. TRK	N/A	N/A	N/A	N/A
* Data Extension, Voice Grade Data	N/A	N/A	N/A	N/A
* Protection Relay Voice Grade	N/A	N/A	N/A	N/A
* Dedicated Voice Grade - Telephoto & Facsimile	N/A	N/A	N/A	N/A
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	N/A	N/A	N/A	N/A
* Program Audio 100-5000 HZ	N/A	N/A	N/A	N/A
* Program Audio 50-8000 HZ	N/A	N/A	N/A	N/A
* Program Audio 50-15000 HZ	N/A	N/A	N/A	N/A
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	N/A	N/A	N/A	N/A
* TV Channel, One Way 5kHz Audio	N/A	N/A	N/A	N/A
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	N/A	N/A	N/A	N/A
* Digital Data - 2.4kb/s	N/A	N/A	N/A	N/A
* Digital Data - 4.8kb/s	N/A	N/A	N/A	N/A
* Digital Data - 9.6kb/s	N/A	N/A	N/A	N/A
* Digital Data - 56kb/s	N/A	N/A	N/A	N/A
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	N/A	N/A	N/A	N/A
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 6.312 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 44.736 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 45 MBPS or >	N/A	N/A	N/A	N/A
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL	N/A	N/A	N/A	N/A
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	N/A	N/A	N/A	N/A
=====				

3rd Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)  
marked N/A. See Maintenance Activities Without Due Dates Report.

**MAINTENANCE ACTIVITIES WITH DUE DATES - AFFILIATED ESP**  
**2nd Quarter 2009 VERIZON EAST ONA REPORT**

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
*****	*****	*****	*****	*****
<b>CATEGORY 1</b>				
=====				
<b>TYPE A - CIRCUIT SWITCHED LINE</b>				
* Business Lines	89965	24436	27.16%	18.49
* PBX	1599	561	35.08%	23.44
* CENTREX	125333	32742	26.12%	17.03
* WATS	126	28	22.22%	43.26
* Mobile	19	4	21.05%	35.68
* Feature Group A	N/A	N/A	N/A	N/A
* Foreign Exchange	239	65	27.20%	20.84
* Payphone Services	1679	555	33.06%	72.13
 <b>TYPE B - CIRCUIT SWITCHED TRUNK</b>				
=====				
* Feature Group B	N/A	N/A	N/A	N/A
* Feature Group D	N/A	N/A	N/A	N/A
* DID (Line and Trunk)	N/A	N/A	N/A	N/A
 <b>CATEGORY 2 - PACKET SWITCHED</b>				
=====				
* Packet DDD Access Line	N/A	N/A	N/A	N/A
* Packet Synch. Access Line	N/A	N/A	N/A	N/A
* Packet Asynch. Access Line	N/A	N/A	N/A	N/A
 <b>CATEGORY 3 - TYPE A DEDICATED METALLIC</b>				
=====				
* Protection Alarm	N/A	N/A	N/A	N/A
* Protective Relaying	N/A	N/A	N/A	N/A
* Control Circuit	N/A	N/A	N/A	N/A
 <b>TYPE B - DEDICATED TELEGRAPH GRADE</b>				
=====				
* Telegraph Grade 75 Baud	N/A	N/A	N/A	N/A
* Telegraph Grade 150 Baud	N/A	N/A	N/A	N/A
 <b>TYPE C - DEDICATED VOICE GRADE</b>				
=====				
* Voice - Non-Switched Line	N/A	N/A	N/A	N/A
* Voice - Switched Line	N/A	N/A	N/A	N/A
* Voice - Switched Trunk	N/A	N/A	N/A	N/A
* Voice & Tone - Radio Land Line	N/A	N/A	N/A	N/A
* Data Low Speed	N/A	N/A	N/A	N/A

3rd Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

<\*> Due dates are not assigned for Category 1, Type B through Category 4 which are  
marked N/A. See Maintenance Activities Without Due Dates Report.



MAINTENANCE ACTIVITIES WITH DUE DATES - AFFILIATED ESP  
2nd Quarter 2009 VERIZON EAST ONA REPORT

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
*****	*****	*****	*****	*****
* Voice & Data - PSN Access Tie TRK	N/A	N/A	N/A	N/A
* Voice & Data - SSN Access	N/A	N/A	N/A	N/A
* Voice & Data - SSN Intermach. TRK	N/A	N/A	N/A	N/A
* Data Extension, Voice Grade Data	N/A	N/A	N/A	N/A
* Protection Relay Voice Grade	N/A	N/A	N/A	N/A
* Dedicated Voice Grade - Telephoto & Facsimile	N/A	N/A	N/A	N/A
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	N/A	N/A	N/A	N/A
* Program Audio 100-5000 HZ	N/A	N/A	N/A	N/A
* Program Audio 50-8000 HZ	N/A	N/A	N/A	N/A
* Program Audio 50-15000 HZ	N/A	N/A	N/A	N/A
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	N/A	N/A	N/A	N/A
* TV Channel, One Way 5kHz Audio	N/A	N/A	N/A	N/A
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	N/A	N/A	N/A	N/A
* Digital Data - 2.4kb/s	N/A	N/A	N/A	N/A
* Digital Data - 4.8kb/s	N/A	N/A	N/A	N/A
* Digital Data - 9.6kb/s	N/A	N/A	N/A	N/A
* Digital Data - 56kb/s	N/A	N/A	N/A	N/A
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	N/A	N/A	N/A	N/A
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 6.312 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 44.736 MBPS	N/A	N/A	N/A	N/A
* Dedicated Digital - 45 MBPS or >	N/A	N/A	N/A	N/A
TYPE I - DEDICATED ALERT TRANSPORT	N/A	N/A	N/A	N/A
=====				
TYPE J - DEDICATED DERIVED CHANNEL	N/A	N/A	N/A	N/A
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	N/A	N/A	N/A	N/A
=====				

<> Due dates are not assigned for Category 1, Type B through Category 4 which are  
marked N/A. See Maintenance Activities Without Due Dates Report.

MAINTENANCE ACTIVITY WITHOUT DUE DATE - ALL OTHER CUSTOMERS  
3rd Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
*****	*****	*****
CATEGORY 1		
=====		
TYPE A - CIRCUIT SWITCHED LINE		
* Business Lines	2	5.98
* PBX	152	23.39
* CENTREX	166	4.89
* WATS	2	2.98
* Mobile	0	0.00
* Feature Group A	1	12.53
* Foreign Exchange	23	5.65
* Payphone Services	NA	NA
TYPE B - CIRCUIT SWITCHED TRUNK		
=====		
* Feature Group B	0	0.00
* Feature Group D	0	0.00
* DID (Line and Trunk)	17	7.10
CATEGORY 2 - PACKET SWITCHED		
=====		
* Packet DDD Access Line	0	0.00
* Packet Synch. Access Line	0	0.00
* Packet Asynch. Access Line	0	0.00
CATEGORY 3 - TYPE A		
DEDICATED METALLIC		
=====		
* Protection Alarm	5	4.49
* Protective Relaying	10	0.98
* Control Circuit	8	4.22
TYPE B - DEDICATED		
TELEGRAPH GRADE		
=====		
* Telegraph Grade 75 Baud	0	0.00
* Telegraph Grade 150 Baud	0	0.00
TYPE C - DEDICATED VOICE GRADE		
=====		
* Voice - Non-Switched Line	61	20.68
* Voice - Switched Line	118	6.19
* Voice - Switched Trunk	13	5.41
* Voice & Tone - Radio Land Line	4	3.05
* Data Low Speed	89	4.40
* Basic Data & Voice	270	5.21

MAINTENANCE ACTIVITY WITHOUT DUE DATE - ALL OTHER CUSTOMERS  
 2nd Quarter 2009 VERIZON EAST ONA REPORT  
 3rd Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
*****	*****	*****
* Voice & Data - PSN Access Tie TRK	8	10.29
* Voice & Data - SSN Access	0	0.00
* Voice & Data - SSN Intermach. TRK	0	0.00
* Data Extension, Voice Grade Data	4	5.42
* Protection Relay Voice Grade	26	7.71
* Dedicated Voice Grade - Telephoto & Facsimile	0	0.00
TYPE D - DEDICATED PROGRAM AUDIO		
=====		
* Program Audio 200-3500HZ	0	0.00
* Program Audio 100-5000 HZ	4	2.18
* Program Audio 50-8000 HZ	1	4.40
* Program Audio 50-15000 HZ	0	0.00
TYPE E - DEDICATED VIDEO		
=====		
* TV Channel, One Way 15kHz Audio	6	2.69
* TV Channel, One Way 5kHz Audio	0	0.00
TYPE F - DEDICATED DIGITAL(64 kbps)		
=====		
* Digital Voice Circuit	42	4.27
* Digital Data - 2.4kb/s	0	0.00
* Digital Data - 4.8kb/s	8	2.17
* Digital Data - 9.6kb/s	54	3.81
* Digital Data - 56kb/s	1812	4.56
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)		
=====		
* Dedicated Digital - 1.544 MBPS	46393	5.31
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)		
=====		
* Dedicated Digital - 3.152 MBPS	0	0.00
* Dedicated Digital - 6.312 MBPS	7	3.78
* Dedicated Digital - 44.736 MBPS	837	2.87
* Dedicated Digital - 45 MBPS or >	27	5.17
TYPE I - DEDICATED ALERT TRANSPORT		
=====		
TYPE J - DEDICATED DERIVED CHANNEL	0	0.00
=====		
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	0	0.00
=====		

MAINTENANCE ACTIVITY WITHOUT DUE DATES - AFFILIATED ESP  
2nd Quarter 2009 VERIZON EAST ONA REPORT  
3rd Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
*****	*****	*****
CATEGORY 1		
=====		
TYPE A - CIRCUIT SWITCHED LINE		
* Business Lines	178	7.13
* PBX	2030	9.06
* CENTREX	1092	6.57
* WATS	6	1.81
* Mobile	0	0.00
* Feature Group A	119	6.98
* Foreign Exchange	503	7.63
* Payphone Services	NA	NA
TYPE B - CIRCUIT SWITCHED TRUNK		
=====		
* Feature Group B	0	0.00
* Feature Group D	0	0.00
* DID (Line and Trunk)	622	9.78
CATEGORY 2 - PACKET SWITCHED		
=====		
* Packet DDD Access Line	0	0.00
* Packet Synch. Access Line	0	0.00
* Packet Asynch. Access Line	3	3.72
CATEGORY 3 - TYPE A		
DEDICATED METALLIC		
=====		
* Protection Alarm	154	7.25
* Protective Relaying	89	8.86
* Control Circuit	369	154.03
TYPE B - DEDICATED		
TELEGRAPH GRADE		
=====		
* Telegraph Grade 75 Baud	0	0.00
* Telegraph Grade 150 Baud	0	0.00
TYPE C - DEDICATED VOICE GRADE		
=====		
* Voice - Non-Switched Line	545	8.13
* Voice - Switched Line	843	4.47
* Voice - Switched Trunk	34	10.98
* Voice & Tone - Radio Land Line	699	7.78
* Data Low Speed	2175	4.95
* Basic Data & Voice	477	5.66

MAINTENANCE ACTIVITY WITHOUT DUE DATES - AFFILIATED ESP  
2nd Quarter 2009 VERIZON EAST ONA REPORT

3rd Quarter 2009 VERIZON EAST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	INTERVAL (HOURS)
*****	*****	*****
* Voice & Data - PSN Access Tie TRK	9	4.88
* Voice & Data - SSN Access	0	0.00
* Voice & Data - SSN Intermach. TRK	0	0.00
* Data Extension, Voice Grade Data	92	6.07
* Protection Relay Voice Grade	23	5.98
* Dedicated Voice Grade - Telephoto & Facsimile	0	0.00
TYPE D - DEDICATED PROGRAM AUDIO		
=====		
* Program Audio 200-3500HZ	13	5.93
* Program Audio 100-5000 HZ	13	10.34
* Program Audio 50-8000 HZ	32	9.09
* Program Audio 50-15000 HZ	49	8.99
TYPE E - DEDICATED VIDEO		
=====		
* TV Channel, One Way 15kHz Audio	136	6.36
* TV Channel, One Way 5kHz Audio	7	8.26
TYPE F - DEDICATED DIGITAL(64 kbps)		
=====		
* Digital Voice Circuit	474	7.53
* Digital Data - 2.4kb/s	957	5.01
* Digital Data - 4.8kb/s	6	1.14
* Digital Data - 9.6kb/s	290	7.76
* Digital Data - 56kb/s	10495	13.96
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)		
=====		
* Dedicated Digital - 1.544 MBPS	28951	5.86
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)		
=====		
* Dedicated Digital - 3.152 MBPS	87	3.18
* Dedicated Digital - 6.312 MBPS	43	2.12
* Dedicated Digital - 44.736 MBPS	862	8.00
* Dedicated Digital - 45 MBPS or >	343	5.07
TYPE I - DEDICATED ALERT TRANSPORT		
=====		
TYPE J - DEDICATED DERIVED CHANNEL	0	0.00
=====		
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	0	0.00
=====		

INSTALLATION REPORT - ALL OTHER CUSTOMERS  
3rd QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)
*****				
CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	106	42	39.62%	29.08
* PBX	41	10	24.39%	6.78
* CENTREX	43	12	27.91%	14.37
* WATS	0	0	0.00%	0.00
* Mobile	0	0	0.00%	0.00
* Feature Group A	0	0	0.00%	0.00
* Foreign Exchange	3	0	0.00%	1.00
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	0	0	0.00%	0.00
* Feature Group D	0	0	0.00%	0.00
* DID (Line and Trunk)	0	0	0.00%	0.00
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0.00%	0.00
* Packet Synch. Access Line	0	0	0.00%	0.00
* Packet Asynch. Access Line	0	0	0.00%	0.00
CATEGORY 3 - TYPE A				
DEDICATED METALLIC				
=====				
* Protection Alarm	0	0	0.00%	0.00
* Protective Relaying	1	0	0.00%	15.00
* Control Circuit	0	0	0.00%	0.00
TYPE B - DEDICATED				
TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	0	0	0.00%	0.00
* Telegraph Grade 150 Baud	0	0	0.00%	0.00
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	1	0	0.00%	9.00
* Voice - Switched Line	2	0	0.00%	23.00
* Voice - Switched Trunk	0	0	0.00%	0.00
* Voice & Tone - Radio Land Line	0	0	0.00%	0.00
* Data Low Speed	0	0	0.00%	0.00
* Basic Data & Voice	86	2	2.33%	12.60

INSTALLATION REPORT - ALL OTHER CUSTOMERS  
3rd QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)
*****	*****	*****	*****	*****
* Voice & Data - PSN Access Tie TRK	0	0	0.00%	0.00
* Voice & Data - SSN Access	0	0	0.00%	0.00
* Voice & Data - SSN Intermach. TRK	0	0	0.00%	0.00
* Data Extension, Voice Grade Data	0	0	0.00%	0.00
* Protection Relay Voice Grade	0	0	0.00%	0.00
* Dedicated Voice Grade -	0	0	0.00%	0.00
Telephoto & Facsimile	0	0	0.00%	0.00
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	0	0	0.00%	0.00
* Program Audio 100-5000 HZ	0	0	0.00%	0.00
* Program Audio 50-8000 HZ	0	0	0.00%	0.00
* Program Audio 50-15000 HZ	0	0	0.00%	0.00
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	0	0	0.00%	0.00
* TV Channel, One Way 5kHz Audio	0	0	0.00%	0.00
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	0	0	0.00%	0.00
* Digital Data - 2.4kb/s	0	0	0.00%	0.00
* Digital Data - 4.8kb/s	0	0	0.00%	0.00
* Digital Data - 9.6kb/s	3	0	0.00%	9.00
* Digital Data - 56kb/s	268	9	3.36%	12.80
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	14810	306	2.07%	13.15
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 6.312 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 44.736 MBPS	408	18	4.41%	25.35
* Dedicated Digital - 45 MBPS or >	69	1	1.45%	30.51
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL	0	0	0.00%	0.00
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	1	0	0.00%	15.00
=====				

INSTALLATION REPORT - AFFILIATED ESP  
3rd QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)
*****				
CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	322	87	27.02%	73.50
* PBX	196	62	31.63%	22.52
* CENTREX	307	159	51.79%	57.90
* WATS	0	0	0.00%	0.00
* Mobile	0	0	0.00%	0.00
* Feature Group A	0	0	0.00%	0.00
* Foreign Exchange	83	29	34.94%	9.82
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	0	0	0.00%	0.00
* Feature Group D	0	0	0.00%	0.00
* DID (Line and Trunk)	0	0	0.00%	0.00
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0.00%	0.00
* Packet Synch. Access Line	0	0	0.00%	0.00
* Packet Asynch. Access Line	0	0	0.00%	0.00
CATEGORY 3 - TYPE A				
DEDICATED METALLIC				
=====				
* Protection Alarm	0	0	0.00%	0.00
* Protective Relaying	0	0	0.00%	0.00
* Control Circuit	0	0	0.00%	0.00
TYPE B - DEDICATED				
TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	0	0	0.00%	0.00
* Telegraph Grade 150 Baud	0	0	0.00%	0.00
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	0	0	0.00%	0.00
* Voice - Switched Line	0	0	0.00%	0.00
* Voice - Switched Trunk	0	0	0.00%	0.00
* Voice & Tone - Radio Land Line	0	0	0.00%	0.00
* Data Low Speed	0	0	0.00%	0.00
* Basic Data & Voice	8	0	0.00%	9.00



INSTALLATION REPORT - AFFILIATED ESP  
3rd QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (DAYS)
*****	*****	*****	*****	*****
* Voice & Data - PSN Access Tie TRK	0	0	0.00%	0.00
* Voice & Data - SSN Access	0	0	0.00%	0.00
* Voice & Data - SSN Intermach. TRK	0	0	0.00%	0.00
* Data Extension, Voice Grade Data	0	0	0.00%	0.00
* Protection Relay Voice Grade	0	0	0.00%	0.00
* Dedicated Voice Grade -	0	0	0.00%	0.00
Telephoto & Facsimile	0	0	0.00%	0.00
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	0	0	0.00%	0.00
* Program Audio 100-5000 HZ	0	0	0.00%	0.00
* Program Audio 50-8000 HZ	0	0	0.00%	0.00
* Program Audio 50-15000 HZ	0	0	0.00%	0.00
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	0	0	0.00%	0.00
* TV Channel, One Way 5kHz Audio	0	0	0.00%	0.00
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	0	0	0.00%	0.00
* Digital Data - 2.4kb/s	0	0	0.00%	0.00
* Digital Data - 4.8kb/s	0	0	0.00%	0.00
* Digital Data - 9.6kb/s	3	0	0.00%	7.67
* Digital Data - 56kb/s	21	1	4.76%	14.45
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	1917	81	4.23%	15.77
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 6.312 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 44.736 MBPS	82	3	3.66%	24.91
* Dedicated Digital - 45 MBPS or >	19	1	5.26%	22.05
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL	0	0	0.00%	0.00
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	0	0	0.00%	0.00
=====				

MAINTENANCE ACTIVITIES WITH DUE DATES - ALL OTHER CUSTOMERS  
3rd QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
*****	*****	*****	*****	*****
CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	4202	1347	32.06%	45.92
* PBX	695	168	24.17%	14.93
* CENTREX	0	0	0.00%	0.00
* WATS	0	0	0.00%	0.00
* Mobile	75	44	58.67%	4.92
* Feature Group A	0	0	0.00%	0.00
* Foreign Exchange	130	86	66.15%	6.24
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	0	0	0.00%	0.00
* Feature Group D	0	0	0.00%	0.00
* DID (Line and Trunk)	99	47	47.47%	4.62
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0.00%	0.00
* Packet Synch. Access Line	0	0	0.00%	0.00
* Packet Asynch. Access Line	29806	3748	12.57%	42.43
CATEGORY 3 - TYPE A				
DEDICATED METALLIC				
=====				
* Protection Alarm	14	9	64.29%	12.81
* Protective Relaying	1	0	0.00%	2.68
* Control Circuit	61	38	62.30%	7.51
TYPE B - DEDICATED				
TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	0	0	0.00%	0.00
* Telegraph Grade 150 Baud	0	0	0.00%	0.00
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	18	7	38.89%	4.29
* Voice - Switched Line	19	11	57.89%	6.57
* Voice - Switched Trunk	0	0	0.00%	0.00
* Voice & Tone - Radio Land Line	0	0	0.00%	0.00
* Data Low Speed	0	0	0.00%	0.00
* Basic Data & Voice	637	299	46.94%	4.89

MAINTENANCE ACTIVITIES WITH DUE DATES - ALL OTHER CUSTOMERS  
3rd QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
*****	*****	*****	*****	*****
* Voice & Data - PSN Access Tie TRK	0	0	0.00%	0.00
* Voice & Data - SSN Access	0	0	0.00%	0.00
* Voice & Data - SSN Intermach. TRK	0	0	0.00%	0.00
* Data Extension, Voice Grade Data	0	0	0.00%	0.00
* Protection Relay Voice Grade	0	0	0.00%	0.00
* Dedicated Voice Grade - Telephoto & Facsimile	0	0	0.00%	0.00
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	0	0	0.00%	0.00
* Program Audio 100-5000 HZ	0	0	0.00%	0.00
* Program Audio 50-8000 HZ	11	7	63.64%	9.70
* Program Audio 50-15000 HZ	2	2	100.00%	9.29
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	0	0	0.00%	0.00
* TV Channel, One Way 5kHz Audio	0	0	0.00%	0.00
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	77	49	63.64%	7.16
* Digital Data - 2.4kb/s	1	1	100.00%	11.00
* Digital Data - 4.8kb/s	0	0	0.00%	0.00
* Digital Data - 9.6kb/s	14	9	64.29%	3.59
* Digital Data - 56kb/s	1526	605	39.65%	3.50
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	18146	8008	44.13%	3.78
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 6.312 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 44.736 MBPS	183	77	42.08%	3.53
* Dedicated Digital - 45 MBPS or >	69	28	40.58%	3.15
TYPE I - DEDICATED ALERT TRANSPORT	0	0	0.00%	0.00
=====				
TYPE J - DEDICATED DERIVED CHANNEL	0	0	0.00%	0.00
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	4	4	100.00%	5.11
=====				

MAINTENANCE ACTIVITIES WITH DUE DATES - AFFILIATED ESP  
3rd QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
*****	*****	*****	*****	*****
CATEGORY 1				
=====				
TYPE A - CIRCUIT SWITCHED LINE				
* Business Lines	4546	1976	43.47%	47.87
* PBX	5763	2467	42.81%	41.32
* CENTREX	0	0	0.00%	0.00
* WATS	1	1	100.00%	17.73
* Mobile	22	6	27.27%	4.28
* Feature Group A	0	0	0.00%	0.00
* Foreign Exchange	94	59	62.77%	6.02
TYPE B - CIRCUIT SWITCHED TRUNK				
=====				
* Feature Group B	0	0	0.00%	0.00
* Feature Group D	0	0	0.00%	0.00
* DID (Line and Trunk)	31	18	58.06%	5.35
CATEGORY 2 - PACKET SWITCHED				
=====				
* Packet DDD Access Line	0	0	0.00%	0.00
* Packet Synch. Access Line	0	0	0.00%	0.00
* Packet Asynch. Access Line	0	0	0.00%	0.00
CATEGORY 3 - TYPE A				
DEDICATED METALLIC				
=====				
* Protection Alarm	6	4	66.67%	10.20
* Protective Relaying	0	0	0.00%	0.00
* Control Circuit	44	23	52.27%	7.36
TYPE B - DEDICATED				
TELEGRAPH GRADE				
=====				
* Telegraph Grade 75 Baud	0	0	0.00%	0.00
* Telegraph Grade 150 Baud	0	0	0.00%	0.00
TYPE C - DEDICATED VOICE GRADE				
=====				
* Voice - Non-Switched Line	0	0	0.00%	0.00
* Voice - Switched Line	7	6	85.71%	6.61
* Voice - Switched Trunk	0	0	0.00%	0.00
* Voice & Tone - Radio Land Line	0	0	0.00%	0.00
* Data Low Speed	0	0	0.00%	0.00
* Basic Data & Voice	440	203	46.14%	4.30

MAINTENANCE ACTIVITIES WITH DUE DATES - AFFILIATED ESP  
3rd QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	DUE DATES MISSED	PERCENT DUE DATES MISSED	AVERAGE INTERVAL (HOURS)
*****	*****	*****	*****	*****
* Voice & Data - PSN Access Tie TRK	0	0	0.00%	0.00
* Voice & Data - SSN Access	0	0	0.00%	0.00
* Voice & Data - SSN Intermach. TRK	0	0	0.00%	0.00
* Data Extension, Voice Grade Data	3	1	33.33%	10.34
* Protection Relay Voice Grade	2	1	50.00%	6.93
* Dedicated Voice Grade - Telephoto & Facsimile	0	0	0.00%	0.00
TYPE D - DEDICATED PROGRAM AUDIO				
=====				
* Program Audio 200-3500HZ	0	0	0.00%	0.00
* Program Audio 100-5000 HZ	2	1	50.00%	3.54
* Program Audio 50-8000 HZ	2	1	50.00%	5.58
* Program Audio 50-15000 HZ	6	5	83.33%	4.24
TYPE E - DEDICATED VIDEO				
=====				
* TV Channel, One Way 15kHz Audio	0	0	0.00%	0.00
* TV Channel, One Way 5kHz Audio	0	0	0.00%	0.00
TYPE F - DEDICATED DIGITAL(64 kbps)				
=====				
* Digital Voice Circuit	6	4	66.67%	9.37
* Digital Data - 2.4kb/s	1	0	0.00%	1.67
* Digital Data - 4.8kb/s	0	0	0.00%	0.00
* Digital Data - 9.6kb/s	1	0	0.00%	0.30
* Digital Data - 56kb/s	236	97	41.10%	4.24
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)				
=====				
* Dedicated Digital - 1.544 MBPS	3397	1542	45.39%	3.89
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)				
=====				
* Dedicated Digital - 3.152 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 6.312 MBPS	0	0	0.00%	0.00
* Dedicated Digital - 44.736 MBPS	62	28	45.16%	4.01
* Dedicated Digital - 45 MBPS or >	12	7	58.33%	3.63
TYPE I - DEDICATED ALERT TRANSPORT				
=====				
TYPE J - DEDICATED DERIVED CHANNEL	0	0	0.00%	0.00
=====				
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)	1	0	0.00%	5.73
=====				

MAINTENANCE ACTIVITY WITHOUT DUE DATE - ALL OTHER CUSTOMERS  
3rd QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
*****	*****	*****
CATEGORY 1		
=====		
TYPE A - CIRCUIT SWITCHED LINE		
* Business Lines	NA	NA
* PBX	NA	NA
* CENTREX	NA	NA
* WATS	NA	NA
* Mobile	NA	NA
* Feature Group A	NA	NA
* Foreign Exchange	NA	NA
TYPE B - CIRCUIT SWITCHED TRUNK		
=====		
* Feature Group B	NA	NA
* Feature Group D	NA	NA
* DID (Line and Trunk)	NA	NA
CATEGORY 2 - PACKET SWITCHED		
=====		
* Packet DDD Access Line	NA	NA
* Packet Synch. Access Line	NA	NA
* Packet Asynch. Access Line	NA	NA
CATEGORY 3 - TYPE A		
DEDICATED METALLIC		
=====		
* Protection Alarm	NA	NA
* Protective Relaying	NA	NA
* Control Circuit	NA	NA
TYPE B - DEDICATED		
TELEGRAPH GRADE		
=====		
* Telegraph Grade 75 Baud	NA	NA
* Telegraph Grade 150 Baud	NA	NA
TYPE C - DEDICATED VOICE GRADE		
=====		
* Voice - Non-Switched Line	NA	NA
* Voice - Switched Line	NA	NA
* Voice - Switched Trunk	NA	NA
* Voice & Tone - Radio Land Line	NA	NA
* Data Low Speed	NA	NA
* Basic Data & Voice	NA	NA

MAINTENANCE ACTIVITY WITHOUT DUE DATE - ALL OTHER CUSTOMERS  
3rd QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
*****	*****	*****
* Voice & Data - PSN Access Tie TRK	NA	NA
* Voice & Data - SSN Access	NA	NA
* Voice & Data - SSN Intermach. TRK	NA	NA
* Data Extension, Voice Grade Data	NA	NA
* Protection Relay Voice Grade	NA	NA
* Dedicated Voice Grade - Telephoto & Facsimile	NA	NA
TYPE D - DEDICATED PROGRAM AUDIO		
=====		
* Program Audio 200-3500HZ	NA	NA
* Program Audio 100-5000 HZ	NA	NA
* Program Audio 50-8000 HZ	NA	NA
* Program Audio 50-15000 HZ	NA	NA
TYPE E - DEDICATED VIDEO		
=====		
* TV Channel, One Way 15kHz Audio	NA	NA
* TV Channel, One Way 5kHz Audio	NA	NA
TYPE F - DEDICATED DIGITAL(64 kbps)		
=====		
* Digital Voice Circuit	NA	NA
* Digital Data - 2.4kb/s	NA	NA
* Digital Data - 4.8kb/s	NA	NA
* Digital Data - 9.6kb/s	NA	NA
* Digital Data - 56kb/s	NA	NA
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)		
=====		
* Dedicated Digital - 1.544 MBPS	NA	NA
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)		
=====		
* Dedicated Digital - 3.152 MBPS	NA	NA
* Dedicated Digital - 6.312 MBPS	NA	NA
* Dedicated Digital - 44.736 MBPS	NA	NA
* Dedicated Digital - 45 MBPS or >	NA	NA
TYPE I - DEDICATED ALERT TRANSPC		
=====		
TYPE J - DEDICATED DERIVED CHANN		
=====		
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)		
=====		
	NA	NA

MAINTENANCE ACTIVITY WITHOUT DUE DATES - AFFILIATED ESP  
3rd QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
*****	*****	*****
CATEGORY 1		
=====		
TYPE A - CIRCUIT SWITCHED LINE		
* Business Lines	NA	NA
* PBX	NA	NA
* CENTREX	NA	NA
* WATS	NA	NA
* Mobile	NA	NA
* Feature Group A	NA	NA
* Foreign Exchange	NA	NA
TYPE B - CIRCUIT SWITCHED TRUNK		
=====		
* Feature Group B	NA	NA
* Feature Group D	NA	NA
* DID (Line and Trunk)	NA	NA
CATEGORY 2 - PACKET SWITCHED		
=====		
* Packet DDD Access Line	NA	NA
* Packet Synch. Access Line	NA	NA
* Packet Asynch. Access Line	NA	NA
CATEGORY 3 - TYPE A		
DEDICATED METALLIC		
=====		
* Protection Alarm	NA	NA
* Protective Relaying	NA	NA
* Control Circuit	NA	NA
TYPE B - DEDICATED		
TELEGRAPH GRADE		
=====		
* Telegraph Grade 75 Baud	NA	NA
* Telegraph Grade 150 Baud	NA	NA
TYPE C - DEDICATED VOICE GRADE		
=====		
* Voice - Non-Switched Line	NA	NA
* Voice - Switched Line	NA	NA
* Voice - Switched Trunk	NA	NA
* Voice & Tone - Radio Land Line	NA	NA
* Data Low Speed	NA	NA
* Basic Data & Voice	NA	NA



MAINTENANCE ACTIVITY WITHOUT DUE DATES - AFFILIATED ESP  
3rd QUARTER 2009 VERIZON WEST ONA REPORT (QTR AVG)

SERVICE CATEGORY	TOTAL ORDERS	AVERAGE INTERVAL (HOURS)
*****	*****	*****
* Voice & Data - PSN Access Tie TRK	NA	NA
* Voice & Data - SSN Access	NA	NA
* Voice & Data - SSN Intermach. TRK	NA	NA
* Data Extension, Voice Grade Data	NA	NA
* Protection Relay Voice Grade	NA	NA
* Dedicated Voice Grade - Telephoto & Facsimile	NA	NA
TYPE D - DEDICATED PROGRAM AUDIO		
=====		
* Program Audio 200-3500HZ	NA	NA
* Program Audio 100-5000 HZ	NA	NA
* Program Audio 50-8000 HZ	NA	NA
* Program Audio 50-15000 HZ	NA	NA
TYPE E - DEDICATED VIDEO		
=====		
* TV Channel, One Way 15kHz Audio	NA	NA
* TV Channel, One Way 5kHz Audio	NA	NA
TYPE F - DEDICATED DIGITAL(64 kbps)		
=====		
* Digital Voice Circuit	NA	NA
* Digital Data - 2.4kb/s	NA	NA
* Digital Data - 4.8kb/s	NA	NA
* Digital Data - 9.6kb/s	NA	NA
* Digital Data - 56kb/s	NA	NA
TYPE G - DEDICATED HIGH CAPACITY DIGITAL (1.544 MBPS)		
=====		
* Dedicated Digital - 1.544 MBPS	NA	NA
TYPE H - DEDICATED HIGH CAPACITY DIGITAL (>1.544 MBPS)		
=====		
* Dedicated Digital - 3.152 MBPS	NA	NA
* Dedicated Digital - 6.312 MBPS	NA	NA
* Dedicated Digital - 44.736 MBPS	NA	NA
* Dedicated Digital - 45 MBPS or >	NA	NA
TYPE I - DEDICATED ALERT TRANSPC		
=====		
TYPE J - DEDICATED DERIVED CHANN		
=====		
CATEGORY 4 - DEDICATED NETWORK ACCESS LINK (DNAL)		
=====		
	NA	NA